

Hill Air Force Base Sponsor Packet

(Nov 07)

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Sponsorship

What is Your Role? Your role as a sponsor is welcoming and assisting military and civilian personnel who are being assigned to Hill AFB. Sponsors provide:

- Personal contact and a positive first impression
- Reliable information – a real comfort to people on the move
- An inside look at life in the new community
- A warm welcome!

Why is sponsorship important? Most people need help when they move. Relocation can be stressful. It's mentally and physically stressful. Being a good sponsor can make all the difference in the world to your newcomer and his family. Sponsorship is a team effort involving the entire unit and the command.

What are the objectives of sponsorship?

- To help the newcomer acclimate to a new environment and cultivate support networks
- To assist in identifying needed resources
- To help the newcomer and his/her family settle into their new home so that he/she can be 100% mission ready.

The Basic Concepts of Sponsorship

- Contact the newcomer within 7 days
- Assess their needs
- Sponsor the entire family
- Follow up to ensure that the newcomer has the resources needed and feels welcome at Hill AFB

Sponsorship Tips

- Provide unit information that addresses the mission
- Remind them to fill out an advance application for base housing
- Tell them about inprocessing procedures
- Offer assistance in arranging temporary lodging
- Stay informed of any changes in the newcomer's PCS status
- If your newcomer asks for specific resources and you do not know where to go, ask for help!

The Newcomer's Arrival

- Meet with them and their family
- Provide a "windshield tour" of the base and local community
- Escort them to the Orderly Room, duty section, MPF or Civilian Personnel, inprocessing as applicable
- Introduce them to the supervisor, co-workers, Commander, and First Sergeant
- Encourage that they bring their spouse to the Newcomer's Orientation (If they have children, provide them with the Child Care for PCS voucher)
- Ensure they are settled in with a follow-up phone call

Where can you go for help?

The Airman & Family Readiness Center (777-4681) is located in building 150. Our hours are 0700-1630 Monday through Friday.

NEWCOMER NEEDS ASSESSMENT CHECKLIST

Name of Newcomer:				
Duty phone:	Home:	Orderly Room:	Leave:	
Will you be accompanied by family members? YES NO				
Names, ages, gender, interests & hobbies				
Home address:				
Leave address:				
Is there an (Airman & Family Readiness Center.. formerly called the Family Support Center) near you?				
If yes, advise them to visit the center and check out the video and base information package about Hill AFB.				
Advise them to go to www.militaryonesource.com and www.militaryhomefront.dod.mil and www.afcrossroads.com , DOD Installations, to view the latest on-line information about Hill AFB.				
What type of housing will you be seeking?				
Base Housing	Buying a home	Rental house	Apartment	# bedrooms:
Do you need information about schools?				
College, high school, elementary, pre-school, private:				
Do you need information about child care?				
On-base, off-base, home daycare providers:				
Special medical or educational needs:				
Billeting requirements/reservations (TLF/Local motels):				
Do you have pets?				
Kennel/vet requirements:				
Do you need a temporary “general delivery” address at Hill AFB? (For NON-dorm residents)				
If you will be living in the dorms, I can get you a PO box before you get here. (For dorm residents ONLY)				
<i>To get a temporary general delivery address or get a PO box, you will need a copy of the newcomer's orders.</i>				
Do you want to be picked up at the airport?		If so, date:		Time:
Airline:	Flight #:		# in party:	
If you are driving, when will you arrive?				
Is there any specific information you want me to send to you?				
Be sure the newcomer has your duty and home phone numbers!				
Encourage the newcomer to contact the Airman & Family Readiness Center at their losing installation for any help they may require prior to their departure.				

SPONSOR'S WELCOME LETTER EXAMPLE

1. Congratulate the newcomer on his/her assignment to your installation. Tell him/her who you are.

Welcome to your new assignment at Hill AFB. It is currently one of the (most requested, most interesting, etc.) installations in the Air Force. I've been appointed as your sponsor and point of contact. I'm here to provide you with information and assistance to ensure you have a smooth transition from (his/her base) to Hill AFB.

2. Include your duty and home telephone numbers as well as e-mail and fax numbers, if available. Your current residential address should also be included.

The first order of business is to let you know where you can reach me during the next few (months/weeks).

YOUR NAME & RANK:

ORGANIZATION NAME:

DUTY SECTION: (DSN/COMMERCIAL):

HOME PHONE:

E-MAIL—if available:

FAX—if available:

3. Tell the newcomer a little about yourself.

I've been in the Air Force for (years) and at Hill AFB for (months/years). (If you are married, you're encouraged to give your spouse's name, and the names and ages of any children you have living with you.)

4. Tell the newcomer a little about the base and area.

(EXAMPLE: The weather is fairly constant—hot in summer and cold in winter. The scenery is beautiful as Hill AFB is nestled up against the Wasatch Mountains with a wonderful view of the great Salt Lake. Utah has something for everyone - five beautiful national parks to tour and enjoy and the greatest snow on earth for winter activities. There's lots to see and do—a zoo, museums, amusement parks, concerts, sports, and shopping. The base has an excellent running/jogging track, a first class fitness center, three pools (one is indoors), one of the best golf courses in this part of the country, and lots of recreational activities.)

5. Ask for any information required on the Newcomer's Needs Assessment Checklist not obtained during your initial contact.

Since we talked on (date/day), I was able to find out the information you wanted: (list the information). Be sure to provide me with the information (a copy of PCS orders, etc.) so that I can get you your information as quickly as possible. Please keep me informed of any changes in your plans.

6. Suggest the newcomer contact their local Airman & Family Readiness Center (Family Support Center) for relocation information and assistance.

I recommend that you contact the Relocation Office at your Airman & Family Readiness Center. They conduct programs on how to prepare for your move (usually called SMOOTH MOVE). The Relocation Office can help you (and your family) by answering questions, providing information, preparing travel maps, and much more—

The Airman & Family Readiness Center should also be your first “port call” when you arrive—they offer all types of services such as employment assistance, volunteer opportunities, and financial assessments. You can find answers to just about any question you can think to ask.

7. Arranging a general post office box.

I can arrange a general delivery post office box for you prior to your arrival with a copy of your orders. (If the member will be a dorm resident, you can arrange for a permanent PO box for them.)

8. Vehicle registration.

Installation decals are no longer required at Hill AFB. The registration and licensing process is accomplished through the local Department of Motor Vehicles and I can assist you with this upon your arrival.

9. Ask newcomer if there are any questions or special concerns that need your assistance. Offer to send additional information. Make sure you follow-up with the request.

Transient quarters are available on a reservation basis—(number of days) days inbound with PCS orders. Other than that, they are on a space available basis only. Make those reservations early or tell me what you want and I can do it for you. You only get temporary lodging facilities for (number of days), so it is important that your house hunting starts immediately. Don’t do anything before checking with the housing office, first. Pets are allowed in billeting but you’ll have to call first to make a reservation for them. If you need assistance in making kennel arrangements, I’ll be glad to send a list of places in the local community.

10. Mention permanent housing and utilities.

a. If the newcomer is married:

Remember to go to the housing office at your base with a copy of your orders and fill out an advance housing request application, if you’re eligible for on-base housing. If you do not have access to a housing office, let me know and I’ll assist you with the process through our base housing office.

(EXAMPLE OF WHAT YOU MIGHT ADD: This is considered a high cost area. The BAH will not generally cover your rent, so BE PREPARED! There will be one month’s rent, security deposit, pet fee, credit screening fee, and utility deposits to be paid just to move in. Rental homes are more expensive and difficult to obtain. It can be difficult finding a rental house that allows pet and smokers. There are waiting lists in all categories of on-base quarters for all ranks.)

(EXAMPLE OF WHAT YOU MIGHT WRJTE ABOUT UTILITIES: There are several utility companies. When you are about to rent, check what company the unit is serviced by and call them. Ask what types of payment plans they have to offer. For example, one of the utility companies offers a “budget plan.” You pay the same amount of money during summer and winter. That can be a help. Whenever you ask for any service in the local community, tell them you are an active duty military member—they often offer discounts or waive fees)

b. If newcomer is single:

Contact me or the first sergeant to secure a dorm room for you.

11. If the newcomer has children needing child care:

(EXAMPLE: Child care is a challenge here. There is currently a waiting list for the installation child development center. We also have family on-base licensed childcare providers. The Air Force Aid Society funds a program called Child Care for PCS. The AFAS will pay for 20 hours of child care for each child at both your departing base and your new base when you are within 30 days of your PCS date. This must be used within 60 days of departing your losing base and arriving at your new base. You can obtain a voucher from the Airman & Family Readiness Center).

12. Advise newcomer to visit Health Benefits Advisor before leaving their base.

Check with the hospital/clinic at your base to find out what you need to do about your TRICARE health plan enrollment. In case you have a medical emergency in transit, obtain a 1-800 number from them, otherwise you may end up spending a lot of your own money without being reimbursed for costs.

13. Tell newcomer about in-processing procedures.

a. Base and unit in-processing

b. Newcomer Orientation

c. FTAC (For Airman coming to their first duty location)

14. Conclusion.

I’m sure you have a million questions running around in your head and I have probably only covered a few of them. Please contact me or visit the Airman & Family Readiness Center on your base if you have any questions. Remember to keep me informed of any changes in your plans.

Again, welcome to Hill AFB. I look forward to meeting you!

Hints and Tips for Sponsors

All first time sponsors, and those who have not sponsored a newcomer in the past year are required by AFI 36-3011 to attend Sponsorship Training. This training can offer you the information you need to be an excellent sponsor.

Per AFI 36-2103, assignment as a sponsor is an official duty. If your supervisor cannot give you time away from the duty section to fulfill your responsibilities as a sponsor, or if you will be deployed or sent TDY during the time when your newcomer needs assistance, contact your Commander's Support Staff or the MPF so another sponsor can be assigned.

There is no need to incur out-of-pocket expenses when you are a sponsor. Phone calls to the newcomer, or to get information for the newcomer, are official government calls. You can call from a government phone, or call the base operator (777-5575) from your home phone to be connected at government expense. If you pick up your newcomer from the airport, you can complete Form 1164 at the Travel Pay office for reimbursement of mileage.

The Airman & Family Readiness Center Relocation Assistance Program is located in Bldg. 150. If your unit Commander's Support Staff does not have base information packages available, you can get one from us to mail to the newcomer. The Commander's Support Staff can send this as official government mail, so you don't need to pay postage yourself. These packages have maps, information about housing, utilities, car registration, etc., so advise your newcomer to keep the package with them – don't let the packers box it up with their household goods! We also have all kinds of Chamber of Commerce and tourist information about Utah and the local area

If the newcomer will reside in the dorms, you can get them a permanent post office box at the base Military Post Office, Bldg. 344. If you are arranging for either a permanent box or a temporary general delivery address for the newcomer, you will need a copy of the newcomer's orders. For more information, call 777-2509 Monday through Friday 0900-1630. If you arrange for a general delivery address, it will look like this:

Joe Newcomer
General Delivery
7338 7th Street
Hill AFB, Utah 84056-5305

For civilians contact 777-3507

The Air Force Aid Society funds a program called "Child Care for PCS", for active duty Air Force members. This program pays for 20 hours of childcare per child at both the departing base and the new base. This must be used within 60 days of departure or arrival. This is open to ALL ranks. The newcomer can get a voucher for on base licensed childcare from the Child Development Center (CDC) or the Airman & Family Readiness Center. A copy of their orders is needed when the voucher is issued.

If you have any questions or need assistance, don't hesitate to contact the Airman & Family Readiness Relocation Assistance Program Manager at 777-4681.

TIPS FOR “MEETING THEIR NEEDS”

Quality customer service is the hallmark of a successful organization. Good sponsorship is quality customer service. Here are some pointers about being responsive and making the newcomer feel like an important part of the team.

- **Listen**--many times a newcomer can reduce stress associated with a move by merely talking to someone “already there” who cares.
- **Determine the need and meet it**--sometimes newcomers don’t know what they need, so when they answer “nothing,” be ready to offer suggestion, but don’t go overboard either.
- **Be a sponsor to the entire inbound family**--ask questions about the newcomer’s family and their background, get spouses or children involved by speaking and writing to them, or have your family members do so.
- **Be open and honest, but stay positive**--let the newcomer form his or her own impressions about the unit, installation and local area.
- **If you can’t respond to your newcomer’s needs, get some help, be an Active Sponsor** --your Supervisor, First Sergeant, and the Airman & Family Readiness Center staff are ready to help you. Ignoring a problem doesn’t make it go away, and it could have a devastating affect upon the person or family you’re sponsoring.
- **If you miss a call, always call back the same day**--even if it’s at home. This is considered an official call, which can be placed through the installation operator using DSN. Tell the newcomer whom to call if you are going TDY or will be otherwise unavailable for a period of time. If you’re going to be unavailable for too long, see about getting another sponsor appointed for the newcomer.
- **If for some reason you cannot complete your duties as a sponsor** -- if you’re working 12 hour days and taking evening classes, or you have a family member with health problems, or you’re going TDY for more than a few days, contact your Commander’s Support Staff or MPF for appointment of a new sponsor.
- **Don’t despair if this is your first time as a sponsor.** There is plenty of help available.
- **Keep in mind that being a sponsor is nothing more than being a friend.** To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if you were making a move.
- **Remember the “golden rule”**-- Help your newcomer the way you wished you’d been helped when you moved.
- **Pass it on!** If you have any tips or suggestions to help others be good sponsors, we’d like to add it to this list. Call the Airman & Family Readiness Center at 777-4681

Sponsor Contact Checklist

Active Duty Member

Name and Grade _____ Departing Base _____

Date of Departure _____ Date of Arrival _____ Transportation Mode _____

Address _____

Work Phone _____ Cell Phone _____ Additional _____

Alternate POC's given _____

Did you get copy of their orders faxed, mailed or scanned? _____

Billeting Reservation Number and Dates _____

General Delivery Mailing Address Number _____

Family Information

Family Members, Age and Gender _____

Status of Spouse: Active Duty / Civilian _____ Is Spouse new to Air Force? _____

Does Spouse plan on looking for a job? _____ Does spouse want job information? _____

Spouse's Occupation _____

PCS For Childcare? _____ Childcare / School Information Needed _____

Pets / Type / How Many _____

Kennel Reservations / Name / Reservation Number _____

Special Requests/Needs

Does anyone in your family have any special needs requests? _____

Will you be looking to buy or rent a home off base? _____

Special hobbies, sports programs, sign-up, school programs, etc? _____

Date of Initial Contact _____

Date Sponsor Packet Was Mailed _____